

“BNL Cafe” Survey Results

Peter Steinberg

Brookhaven National Laboratory

Carla Vale

Iowa State University

RHIC/AGS UEC Meeting
September 15, 2006



- **Baseline scenario**

- Coffee vendor placed in covered area
- Tables placed near edges of open spaces (small, flexible arrangement)

- **Open-air cafe enviroment**

- **Proximity to User's Center**

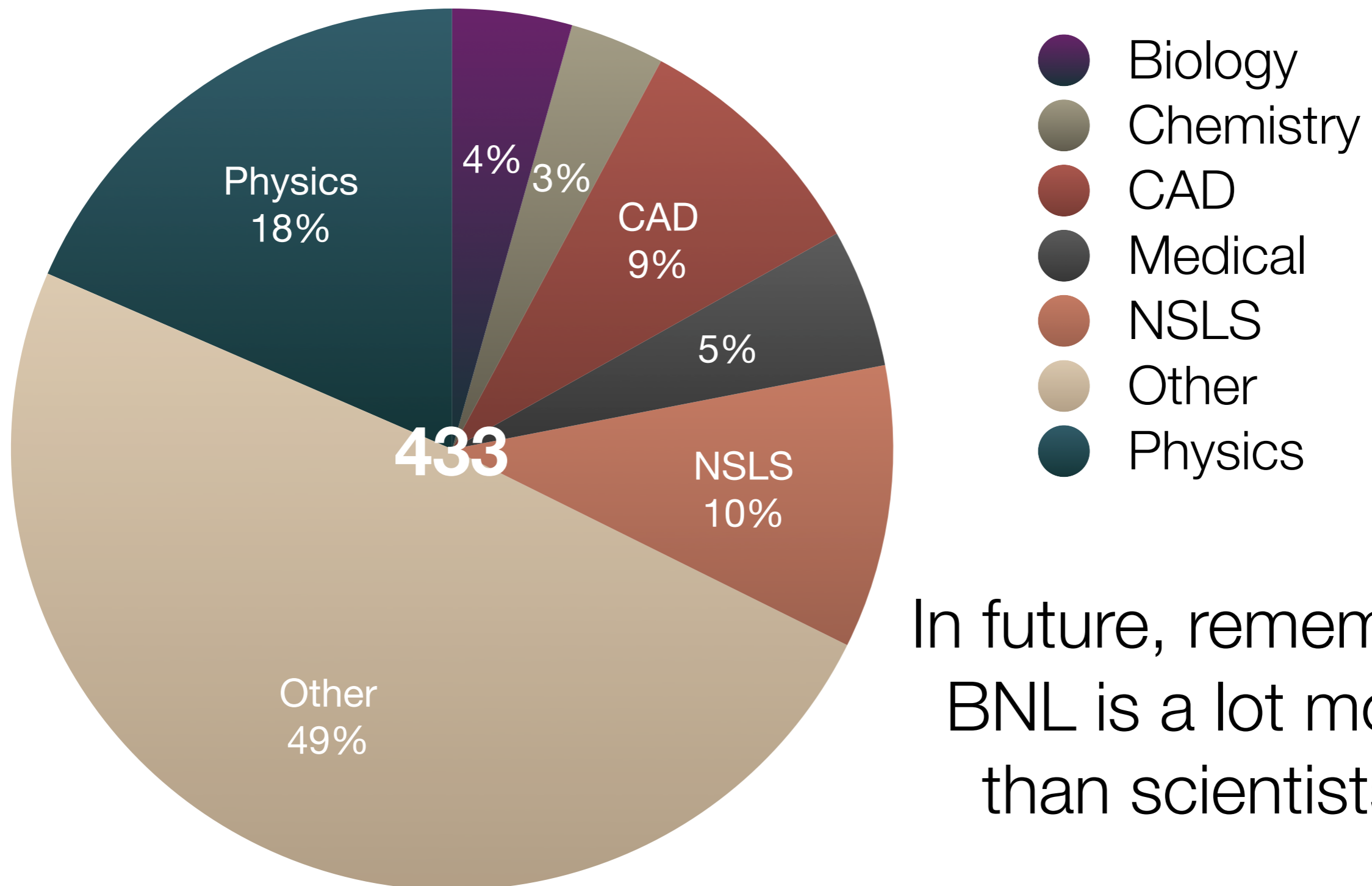
- **Normal traffic unimpeded**



BNL Cafe Questionnaire

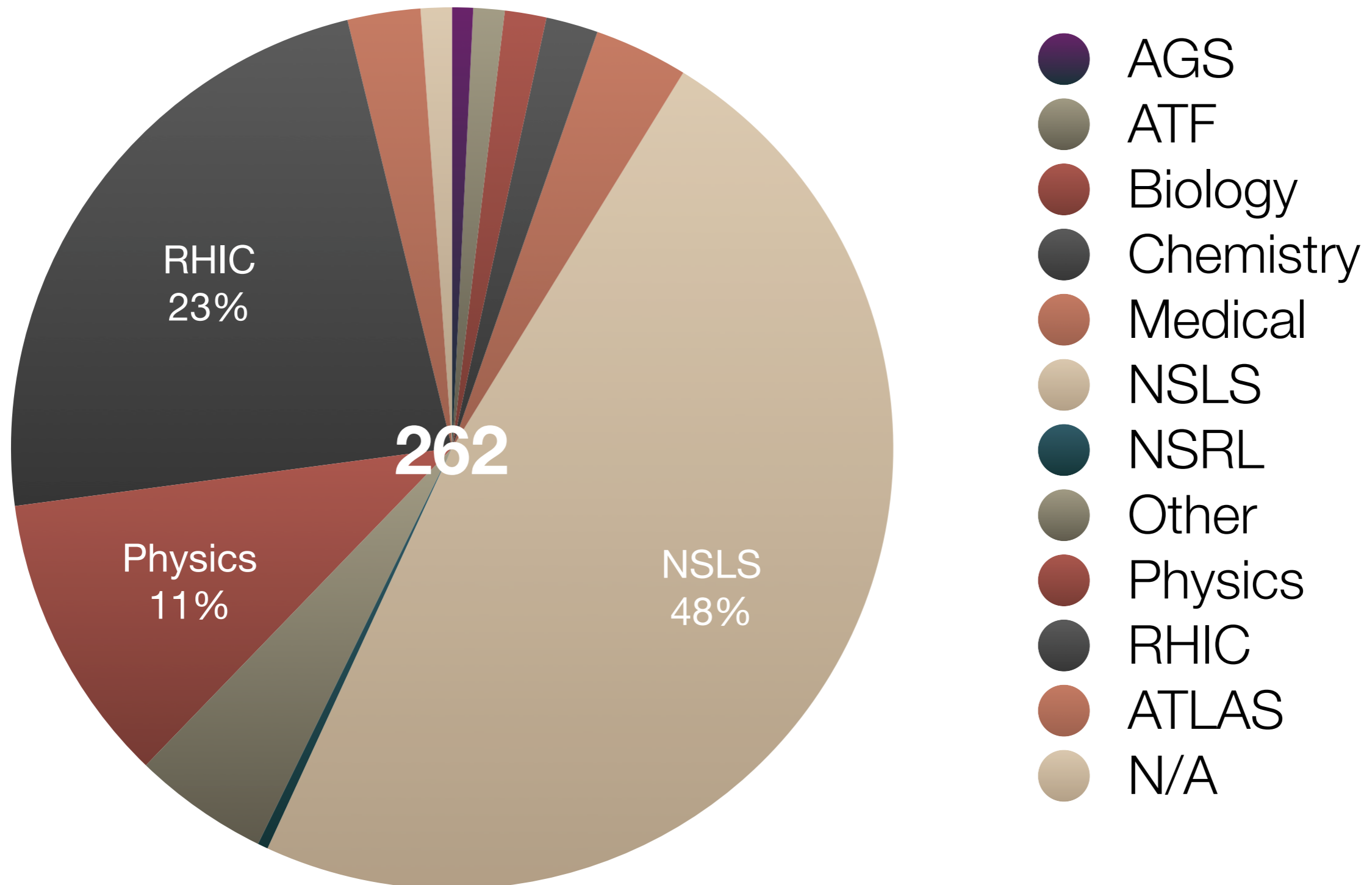
- **Compiled by RHIC/AGS UEC**
 - Peter Steinberg & Carla Vale responsible
- **Released August 21, 2006**
 - Official ending on September 5, 2006
- **Total of 695 responses**
 - 433 Employees
 - 262 Visitors/guests

Employees (433 Total)

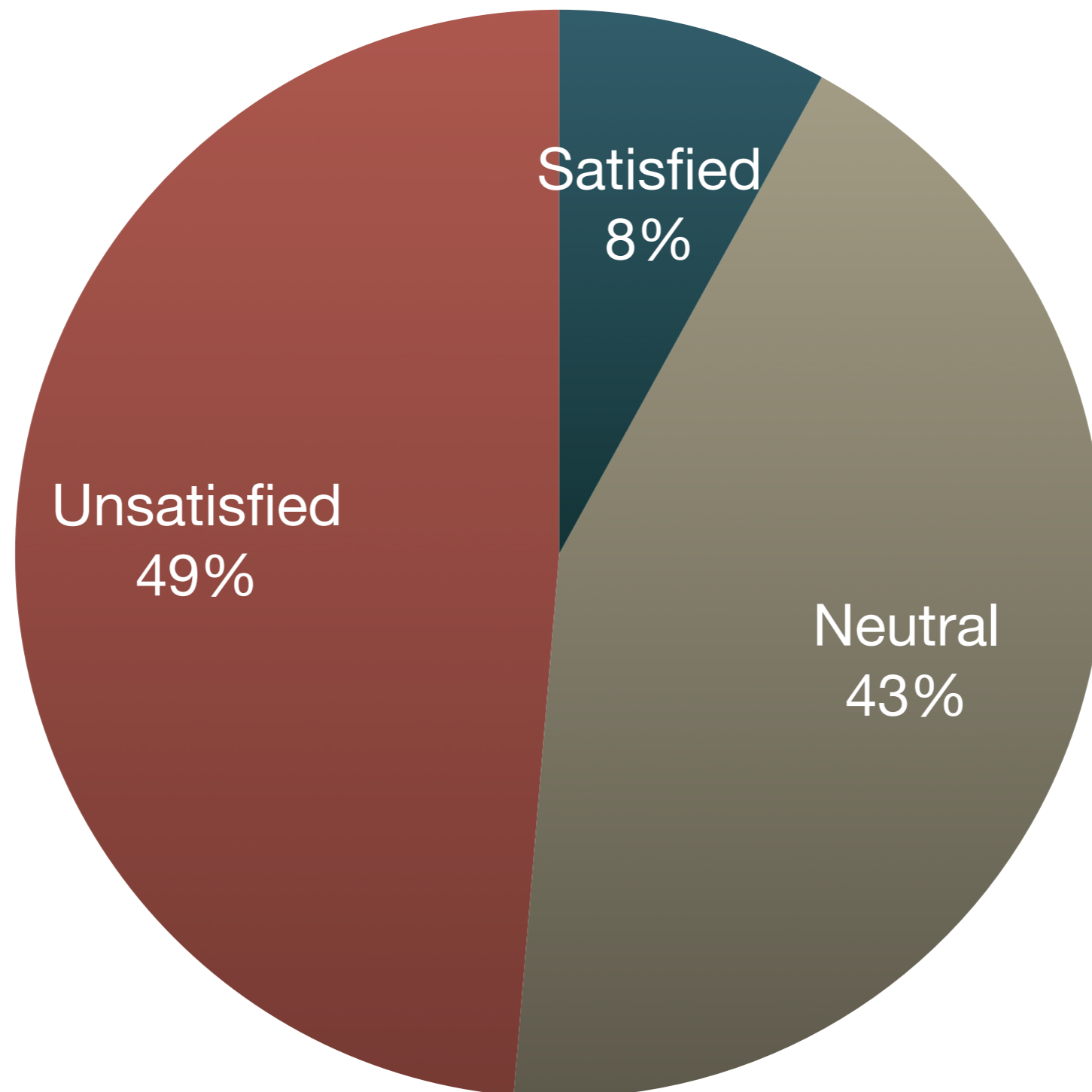


In future, remember
BNL is a lot more
than scientists!

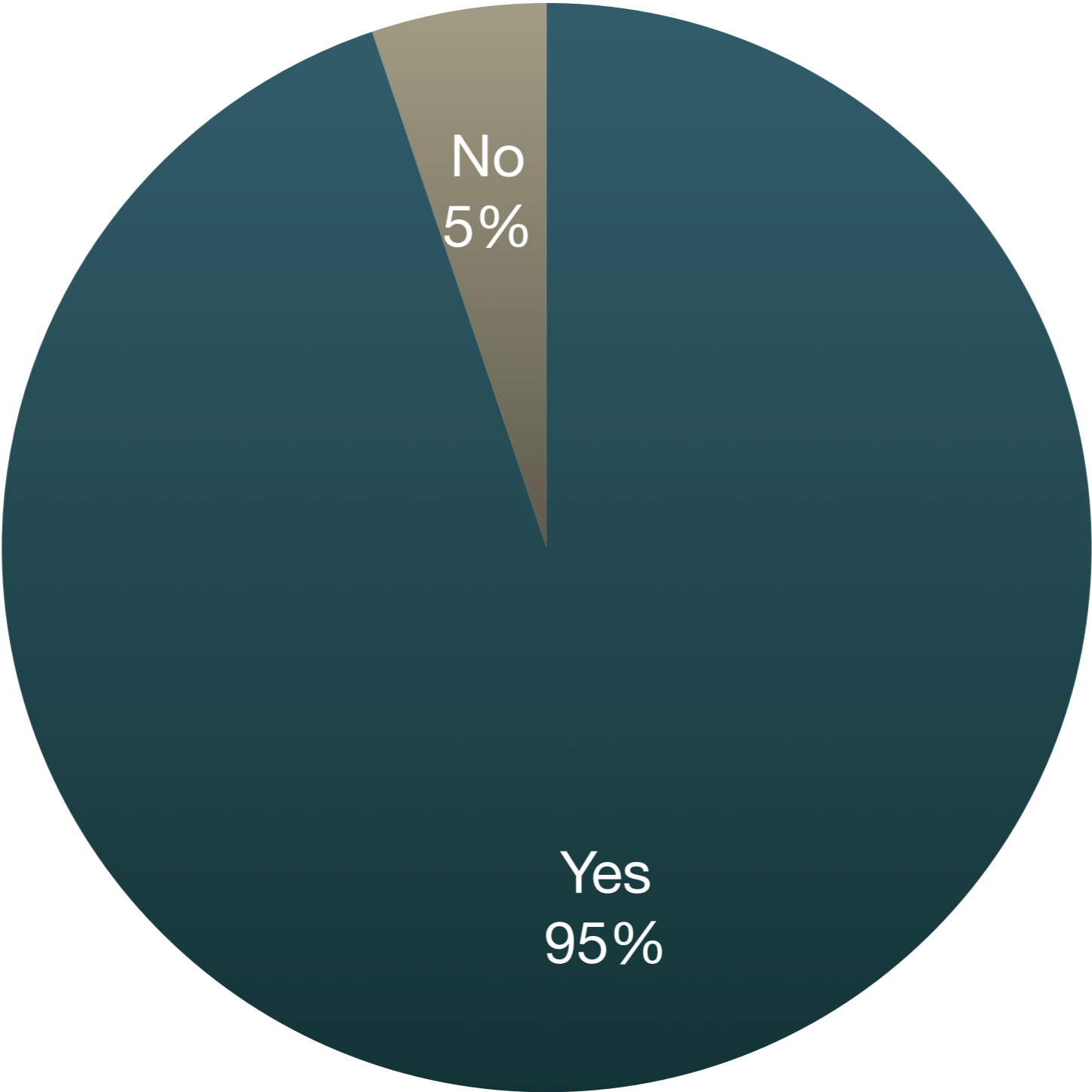
Guest Responses (262 Total)



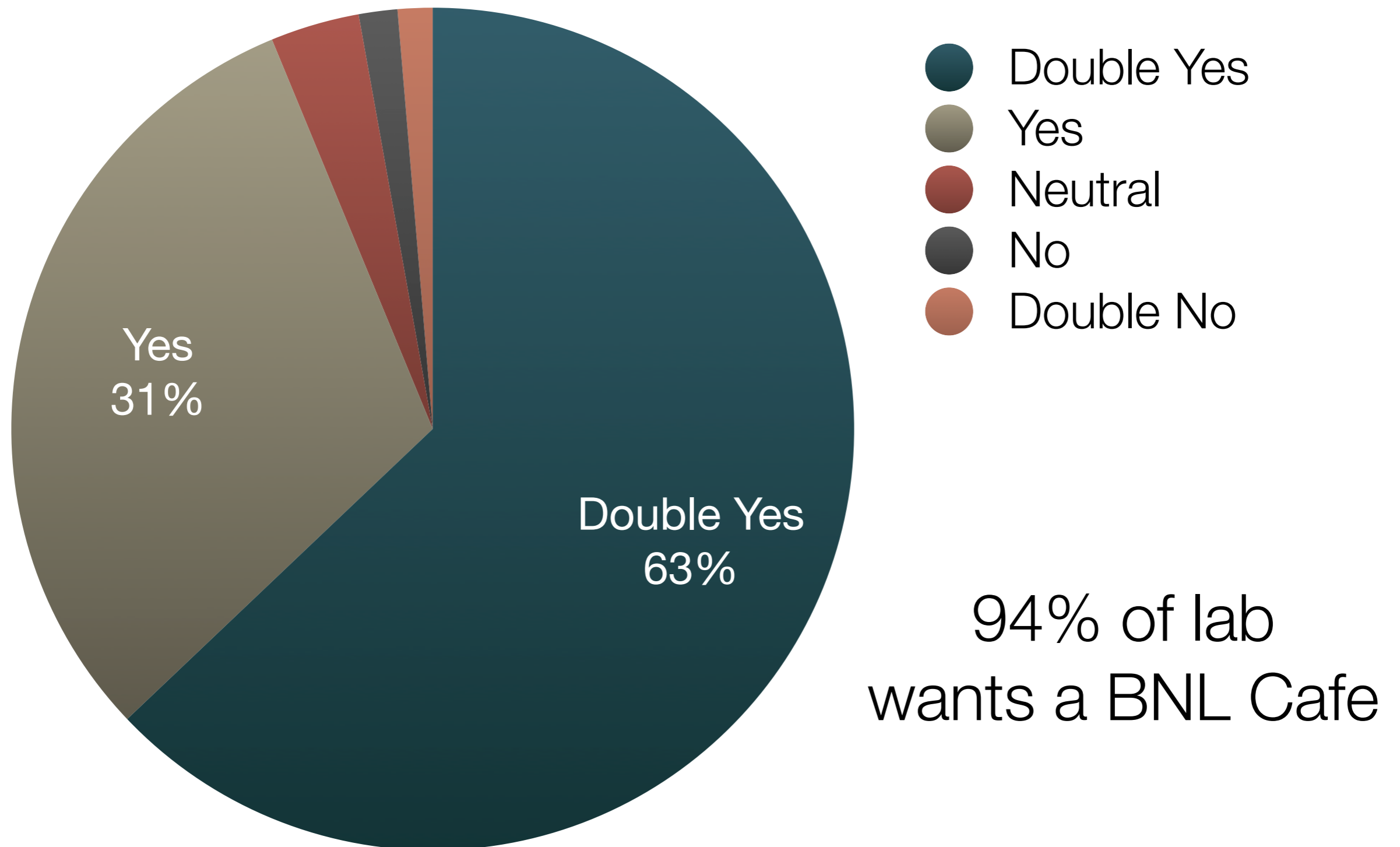
Satisfaction with existing BNL coffee services



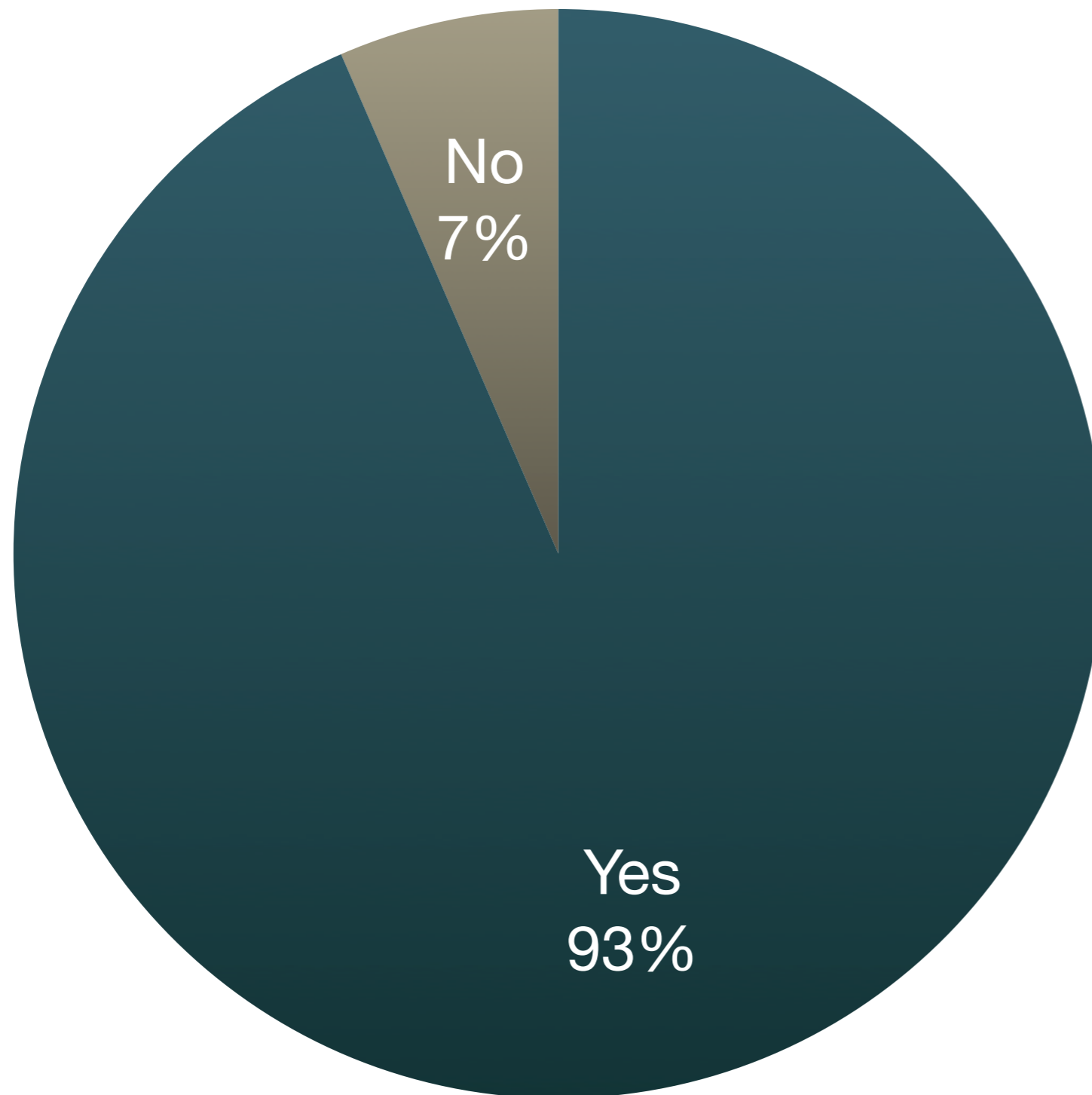
Would you like additional services on site?



Interest in a “BNL Cafe” for to coffee/snacks

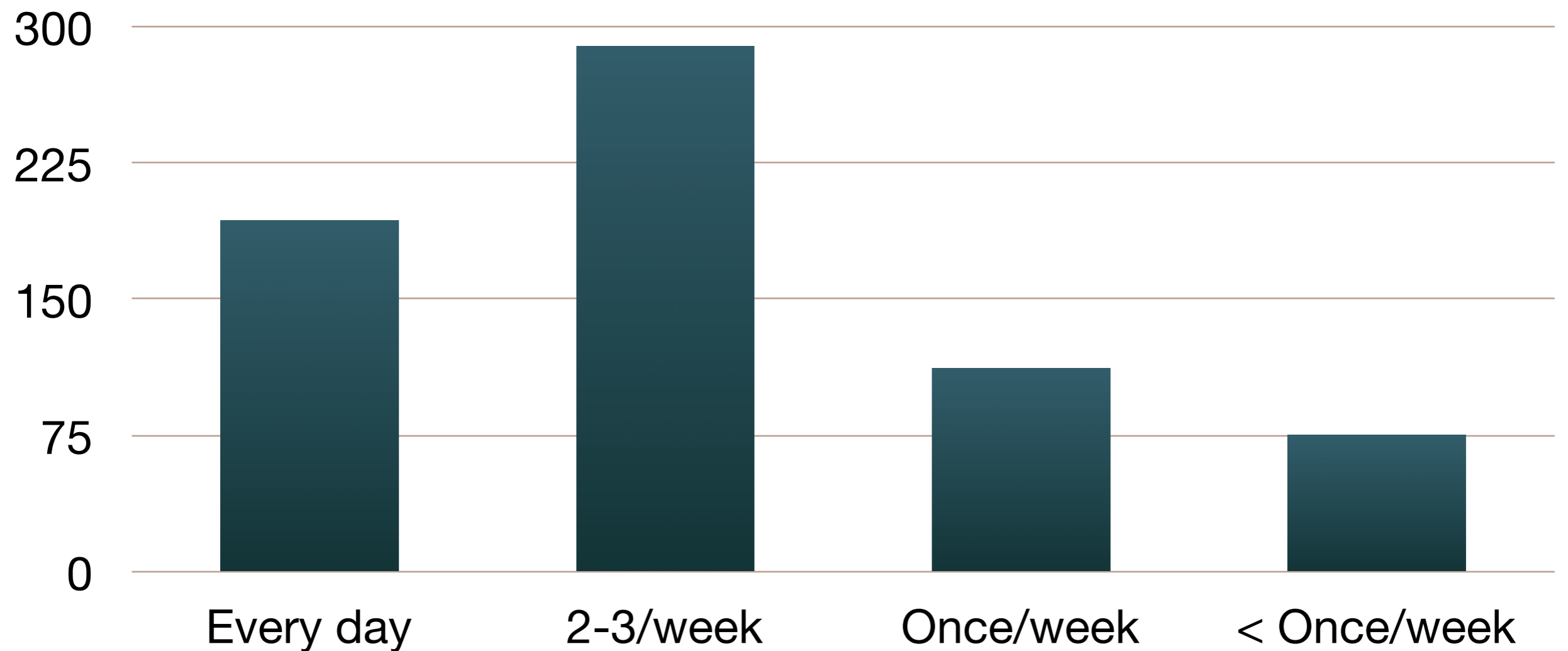


Interest in locating BNL Cafe at RSB



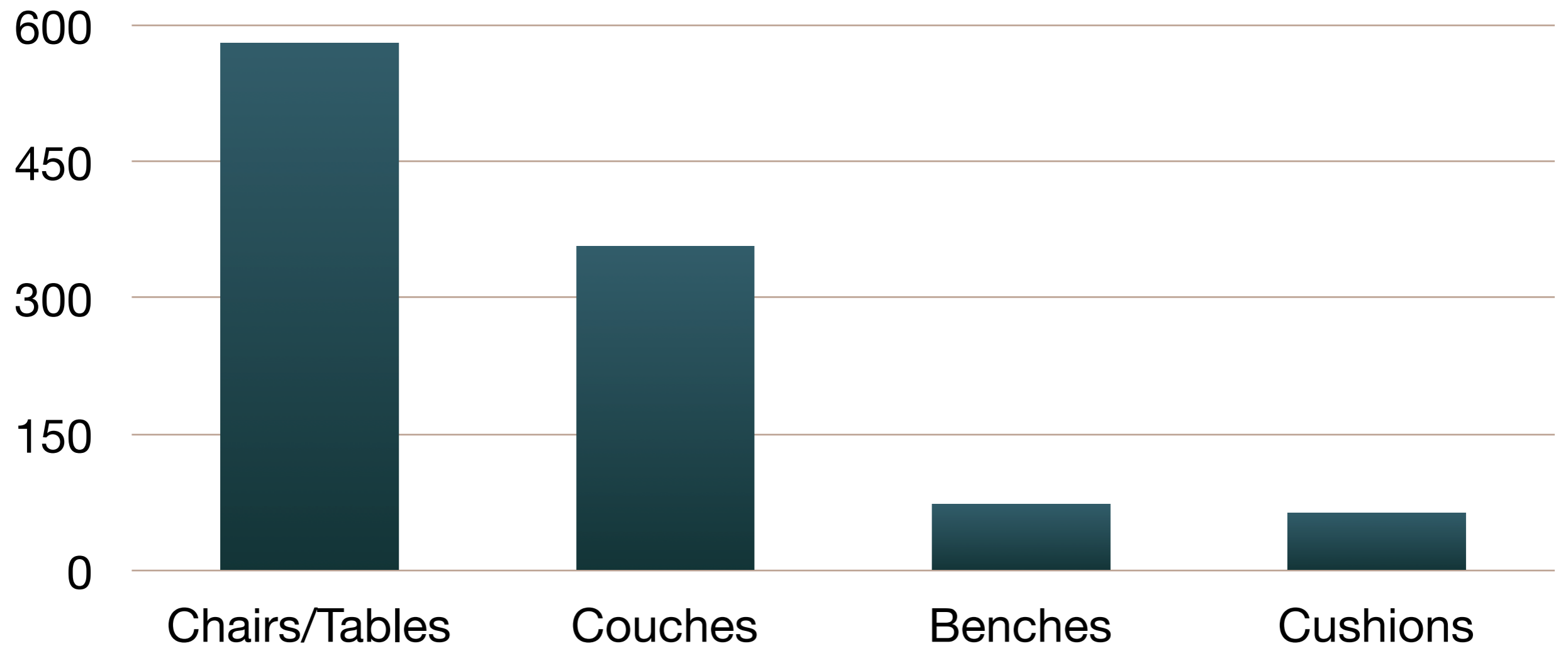
93% of lab
wants it in RSB

Frequency of visits



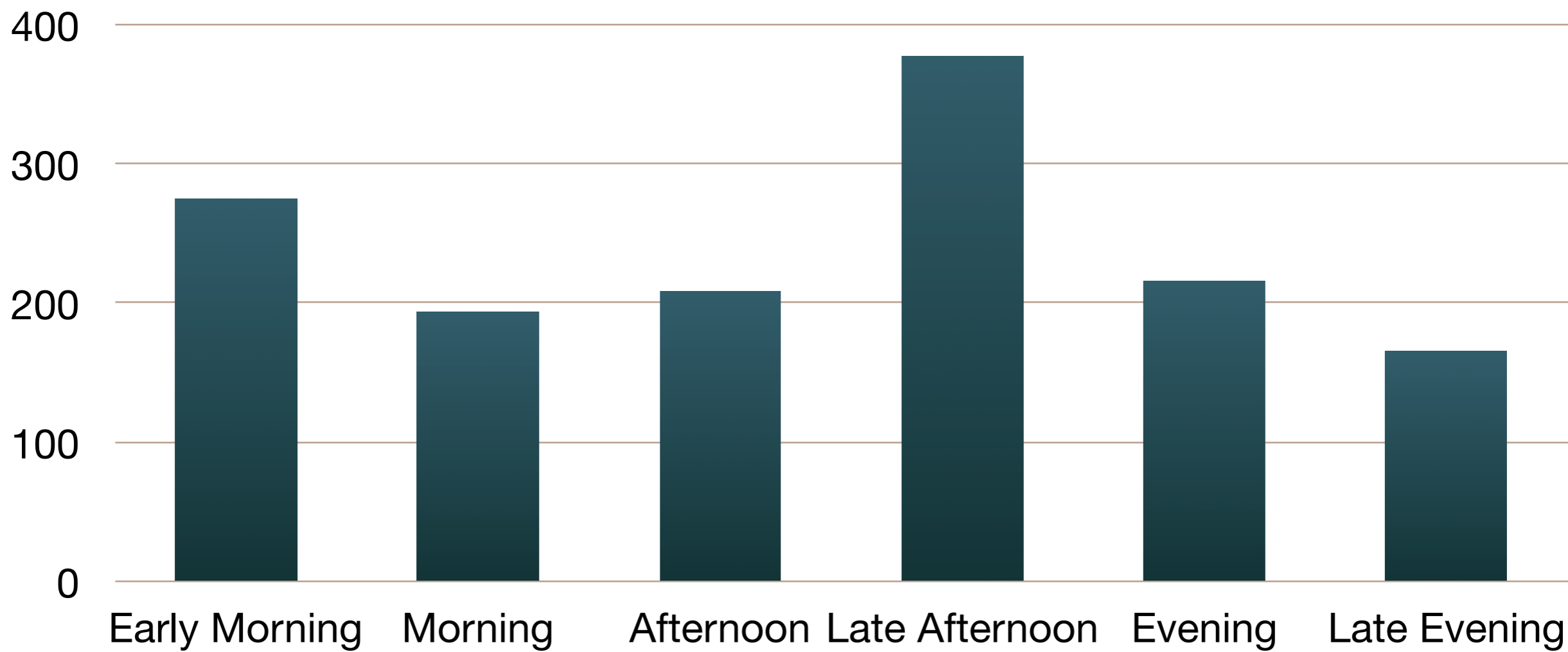
Typical visitor will go 2-3 times/week

Seating Configurations



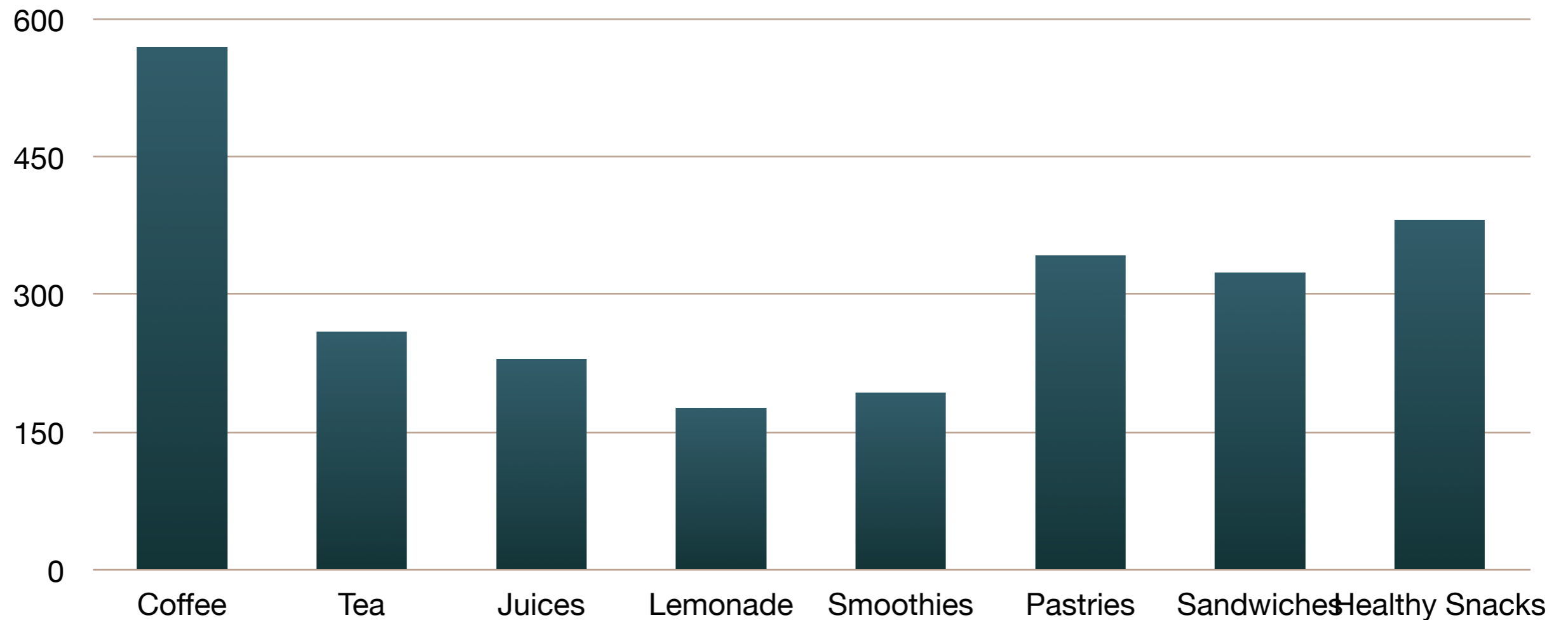
Chairs/tables with some couches desired

Desired Hours



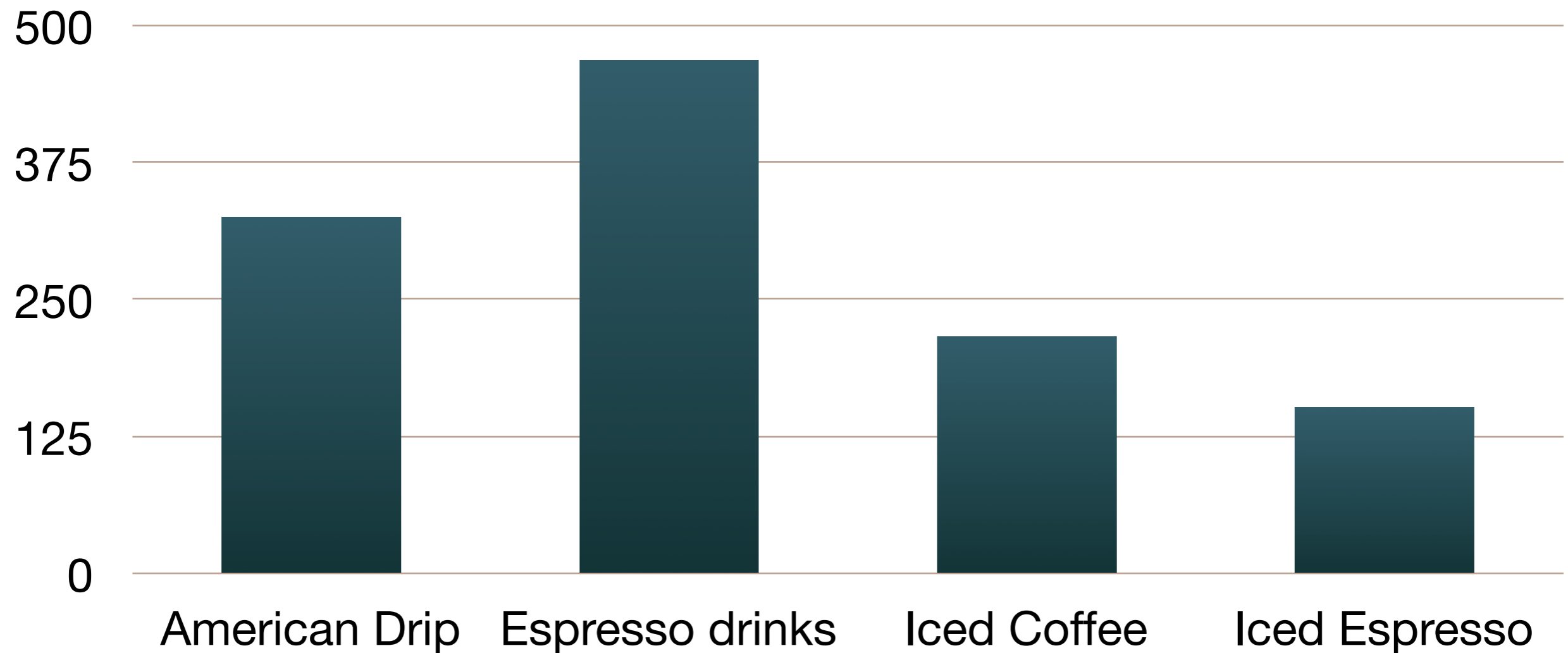
Need for service from 6am-11pm

Desired products



Coffee is favored product, but food is also desired

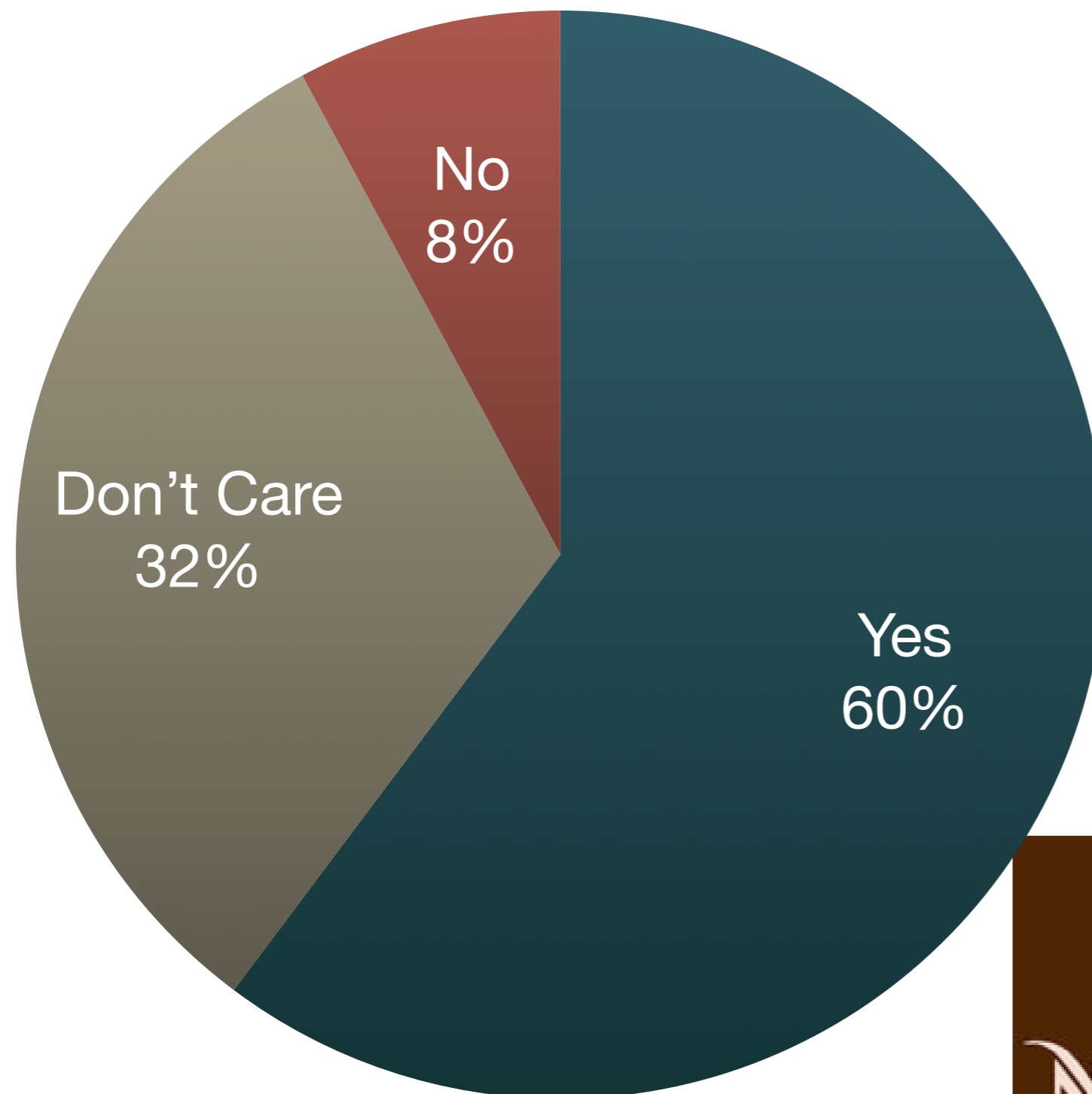
Desired coffee drinks



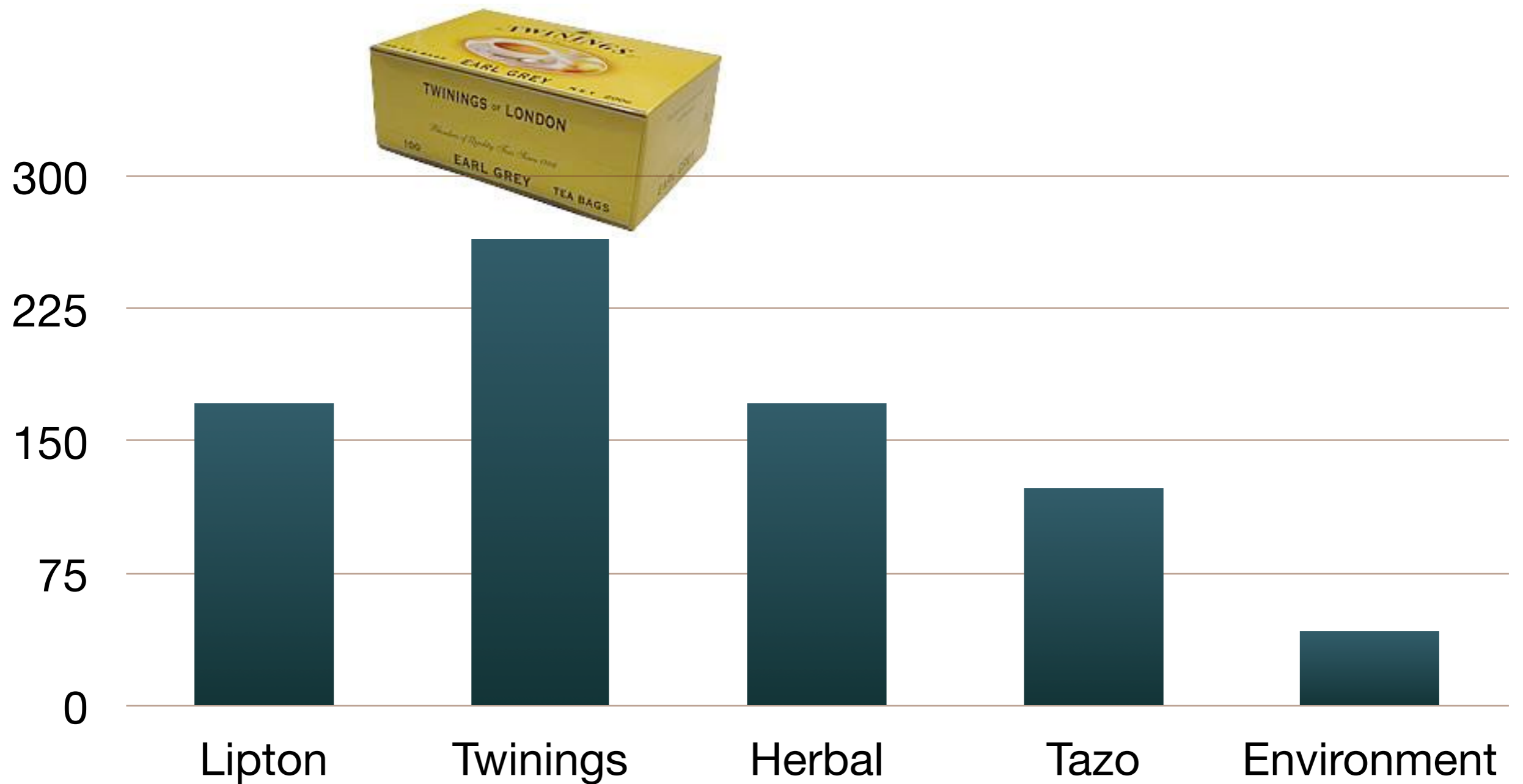
Espresso is a strong preference for Cafe.

No existing services on site.

Premium grade coffee?

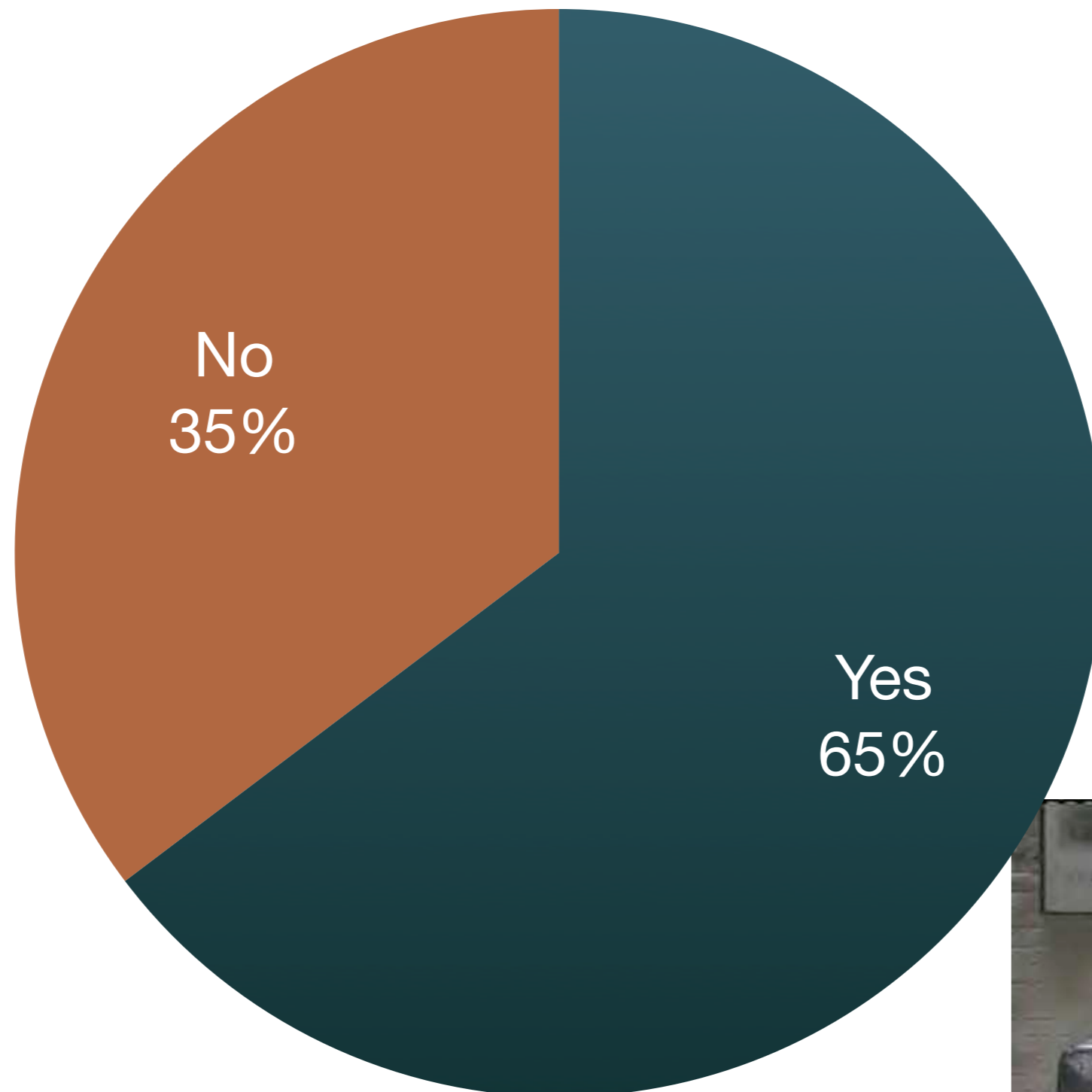


Tea Preferences



Broad spectrum of tea, some preference for Twinings

“Coffee Talk” in the new space?



Issues raised in comments

- **Generally positive about BNL Cafe in RSB**

- It is surprising to me how few informal, common meeting grounds there are around the lab. One of the goals of the lab is to promote multidepartmental research programs; a BNL cafe is a relatively inexpensive and simple way to bring BNL employees together and to facilitate conversations between people that might otherwise never meet. I say, if a coffeehouse conversation can cause the formation of the Royal Society, it at least wouldn't hurt to try it here at BNL.

- **Hours: after hours & weekends**

- **Price: keep it inexpensive for students**

- **Concerns of future inhabitants of RSB, esp. lack of bathrooms**

- **Concerns about spending money on Cafe vs. research**

- **Clearly employees want to give feedback about issues like this**

- “Thank you for giving us a voice”

Conclusions

- **695 responses, 433 employees, 262 guests**
- **94% of responses want a new coffee facility**
- **93% want a BNL Cafe in the RSB**
- **Typical users want to go 2-3 times a weeks, at all hours, to:**
 - Drink quality coffee & espresso drinks
 - Drink tea
 - Eat sandwiches and healthy snacks
 - Attend special events (“coffee talk”)
- **What can we do to get this in the RSB?**

Selected Comments (verbatim)

- yes, please, please, please, build a cafe on site! But keep it cheap, for the sake of the students (\$1 coffee/espresso would be the maximum)
- These kind of interaction spaces are incredibly valuable in promoting quality of life, and scientific interaction. I have seen them work very well at other institutions (typically in Europe). I wholeheartedly support this. Brookhaven has long needed something like this (and I do not drink coffee!)
- Thank you for developing the cafe / intellectual exchange space. BNL absolutely needs something like this. I came to BNL from Cold Spring Harbor Laboratory and our most important space was "the bar"- to exchange ideas and form scientific collaborations. In the field of molecular genetics its a famous place. Hopefully the cafe will provide us with something similar. Its a great idea and way overdue.
- This sure would make those long 30hour shifts at the synchrotron a little bit easier!
- Maybe getting the local vendor from the Wednesday "Market Day" could provide the pastries, cookies, brownies. They were very good!!
- I think that this would promote synergy between users of the various facilities such as the NSLS, and CFN as well as RHIC and others.
- This is a fantastic idea and way to make visits to BNL so much more friendly.
- If this were to be a 7 day a week operation, it would be really appreciated by weekend workers.
- This sounds like a great idea. I would love to get some good quality coffee when I visit the lab. I can recall many times that we drove quite a while to find some good coffee, and this would have saved us time. It might also reduce the net traffic into and out of the front gate.
- I do not want a café in the atrium of the new Research Support Building. It is an inappropriate place to have casual gatherings and there clearly is not enough lavatory space to accommodate gatherings of people. We need to be cognizant of issues of personal information being in that building and having public events there is not appropriate. I think that the idea of a café as outlined in this survey sounds like a good idea but the creators of this idea truly need to rethink where it could go. The atrium should be an open space and not one cluttered with employees, users, guests etc just hanging around and that is what will happen. The building will lose its attractiveness by becoming a hang-out. In addition, I noticed in the section where one works there is no mention of any of the organizations that will be in the research support building but clearly just scientific departments are listed. Is it still us and them. After all it is the building we (the support side) will be working in!!
- It is surprising to me how few informal, common meeting grounds there are around the lab. One of the goals of the lab is to promote multidisciplinary research programs; a BNL cafe is a relatively inexpensive and simple way to bring BNL employees together and to facilitate conversations between people that might otherwise never meet. I say, if a coffeehouse conversation can cause the formation of the Royal Society, it at least wouldn't hurt to try it here at BNL.
- You must be kidding! In my 27 years of service here these last years have been the leanest. We have no funding for the basic materials needed for our projects, no funding for personnel. I don't know what you folks are doing all day, but if you have time to visit "the cafe" 2 or three times a week you're certainly not working with us. We need the means to produce scientific results to stay alive, not cappuccino. Wake up, our heads are on the block.
- Thanks for giving us a voice
- Please ensure that there is sufficient restroom capacity for the cafe, particularly if it is located in the Research Support Center. I understand that there is already considerable concern among future female tenants of the RSC regarding the currently planned restroom capacity there. This would be my primary objection to locating the cafe there. Otherwise, for me, as a future (male) tenant, it would be great to have it there. Also, I like the Starbucks served in the cafeteria, and hope that the cafe will provide an expanded selection.
- As things stand now I am actually ashamed to take my visitors to the BNL canteen. The food is of low quality and for that is rather expensive. If BNL cannot fix that it would be great if it provides any alternative, at least in a form of cafe. About high grade coffee: I find the Starbucks grade appalling, if we want to have a good coffee, we need to buy the machines and coffee from Lavazza, as it is done in Physics Department of Rutgers